

JOB DESCRIPTION

POSITION: IT Manager

POSTING DATE: 2/11/2015

WAGE: Salaried/Negotiable

CLOSING DATE: 2/24/2015

Reports directly to: Chief Information Officer

Location: Gaming Division

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

STANDARD QUALIFICATIONS

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must maintain an acceptable departmental attendance record.
4. Must submit and pass pre-employment drug screening and health screening.
5. Must be able to work weekends, nights and holidays.
6. Must be 18 years of age or older.

STANDARD DUTIES

1. Must attend all training provided by North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations and policies of North Star Mohican Casino Resort and the Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as assigned.
6. Must dress professionally.
7. Must be reliable and prompt when reporting to work.
8. Must be willing to carry company pager or cell phone.
9. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
10. All other assigned duties.

EDUCATIONAL REQUIREMENTS

1. Bachelor's Degree in Computer Science, Information Technology or closely related field is required.
2. PMI (Project Management Institute) or other equivalent certifications is preferred.

QUALIFICATIONS

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1. Five years of work experience performing similar duties as those listed within the job duties is required.
2. Experience within the gaming industry is preferred
3. Three years of documented supervisory or project management experience is required.
4. Knowledge of slot gaming, time and attendance, point of sale, accounting and property management systems. Experience with Aristocrat Oasis, Stromberg/Kronos, Infogenises, Great Plains (Dynamics GP), and Agilysys is preferred.
5. Direct knowledge or coordination and supervision of personnel who perform network and system administration (installation, configuration, maintenance and troubleshooting) including, routers/Switches/wireless devices, firewalls, VPN, security appliances, file servers, data backup systems, VoIP systems, e-mail systems, network monitoring systems and computer support knowledge is preferred. Experience and certifications with Microsoft, Cisco and VMWare products is preferred.
6. Telecommunications knowledge, including but not limited to VoIP phone systems, voice mail, unified communications, telco and Internet service providers and associated voice and data services is preferred.
7. Must have complex project management skills.
8. Must have excellent verbal and written communication skills.
9. Must have above average problem explorations and solving skills.
10. Must be able to work effectively under pressure and meet time deadlines.
11. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

DUTIES

1. Responsible for management of staff; duties include recruiting, selecting, orientation, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
2. Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
3. Directs technological research by studying organization goals, strategies, practices, and user projects.
4. Direct and administer relationships with vendor delivery partners, monitoring service level performance while escalating issues and risks proactively.
5. Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action.
6. Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
7. Maintain inventories of all IT equipment, systems and licenses.
8. Ensure technology documents/certificates such as product registration, maintenance agreements, and service contracts related to technology operations and services are evaluated and updated regularly.
9. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies..
10. Completes projects by coordinating resources and timetables both for routine user work orders and infrastructure projects.

11. Responsible for project management of all infrastructure and communication related activities. This involves determining hardware/software systems requirements, leading systems hardware/software design, establishing priorities, monitoring progress and coordinating with other managers to integrate projects and other applications.
12. Track the responsiveness to user needs and requests for services to ensure system reliability and operational effectiveness.
13. Responsible for creating, directing, reporting and administering technical programs, strategies and initiatives designed to develop IT systems that enhance the efficiency, effectiveness and delivery of computing services.
14. Verifies application results by conducting system audits of technologies implemented.
15. Responsible for ensuring property data and security are not compromised.
16. Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.
17. Maintains quality service by establishing and enforcing organization standards.
18. Perform weekly departmental timekeeping functions and annual employee performance reviews.
19. Manage a team of technical resources, including coaching, mentoring, and training; appraisals and administrative managerial tasks.
20. Apply positive communication, interpersonal and leadership skills with guests and employees.
21. Develop and design processes and technologies for business continuity planning; implementation, installation, and ongoing business continuity testing initiatives.
22. Manage project execution, resource development and overall coordination efforts to ensure projects are completed on schedule and to budget.
23. Responsible for budgeting as well as forecasting cost of infrastructure and solution related initiatives.
24. Deliver end-to-end technology solutions in line with strategic business objectives and priorities while ensuring appropriate documentation is created and maintained.
25. Must stay current in the field.
26. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

Note: Applicant must include resume and two letters of reference with employment application. Applicant must clearly state on the application/resume how you meet the position qualifications.

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER
EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE
TRIBAL EMPLOYMENT PREFERENCE ORDINANCE**

Revisions Approved GM 1/24/2014